

# Code of Conduct



# Dear colleagues,

We have a clear opportunity to position CVS Health® as the leading health care innovator — a company with integrated solutions and capabilities that drive simplicity and improve access, affordability and care across our country.

Achieving this vision requires us to uphold the highest standards of integrity and professionalism. We're committed to doing what's right in every situation. This means following the laws and regulations that guide our business, respecting company rules and making sure we're living by our purpose and Heart At Work Behaviors™ every day.

The CVS Health Code of Conduct is our roadmap. It's there to ensure that everyone — no matter their role — knows what's expected. It addresses a range of issues and situations. Sometimes, there won't be a clear rule or precedent to follow. In those moments, let's make sure our actions and decisions always reflect the spirit of the Code and align with our purpose of bringing our heart to every moment of your health™. By embracing these principles, we can make CVS Health a place where our work is built on trust, integrity and a shared commitment to improving health care for all Americans.

Thank you for all you do. Your efforts not only support our business but also deepen the trust our patients, clients and customers have in us.



David Joyner  
President and CEO  
CVS Health



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# Our story

We are building a world of health around every consumer, delivering superior care and value with heart. We care for people where, when and how they choose in a way that is more connected, convenient and compassionate.

The health care system has many entry points that can be challenging to navigate. Only CVS Health® has the collection of businesses and people to truly connect care, making it more transparent, easier to understand and simpler to use.

Making minor changes to what we see today is not enough. We are boldly innovating to shape the future:

from how people pay for care, access care and receive care, we are driving affordability, access and choice. We are combining our deep clinical expertise with a responsible approach to artificial intelligence to power data insights, tailored technology solutions and simple tools to help people achieve better health.

We will succeed because of our over 300,000 colleagues who bring their hearts to work every day to make healthier happen together.



**Our purpose**

# Bringing our heart to every moment of your health™





# HeartAtWork Behaviors™

## Put people first



**We are customer obsessed.** We walk in others' shoes to improve the customer and colleague experience. We create an engaging and inclusive work environment where our colleagues reflect the diversity of our customers.

## Rise to the challenge



**We boldly innovate to care for our customers.** We act swiftly and adapt to feedback. We think big and are willing to take smart risks to innovate. We welcome different points of view and learn from mistakes.

## Join forces



**We unite around our goal of serving the customer.** We work across teams to provide the best care possible. We listen and learn from each other. We are conscious of our impact on customers, colleagues, and the company.

## Create simplicity



**We design for our customers.** We continuously simplify by removing extra steps and innovating to create streamlined solutions. We focus on what matters most to our customers and empower those colleagues closest to the work to make the right call.

## Inspire trust



**We work to earn the trust of our customers and colleagues by meeting our commitments and acting with integrity.** We bravely do the right thing, even when it is hard. We speak up to challenge ideas and do so with heart.

## Champion safety and quality



**We are relentless in our pursuit of the safest and highest quality care.** We know that in order to keep patients and consumers safe, our colleagues must also feel safe and protected. We ensure safety is at the heart of every decision we make and everything we do.

# Living our Code of Conduct

## Introduction

We at CVS Health® (the “Company”) are in the business of helping to improve people’s lives. It sounds simple, but sometimes it isn’t. Tough issues can get in our way. This Code of Conduct (“Code”) is intended to help resolve ethics and compliance issues by providing the information, tools and resources necessary to make good decisions. Making good decisions isn’t always easy. Competing interests, approaching deadlines and outside distractions can make good decision-making a challenge.

When faced with business decisions that may affect the reputation of CVS Health, we use the framework below.

- 1. Should I be troubled by this? Is this consistent with our Heart At Work Behaviors™?**
- 2. Who will be affected by my decisions? How will they be affected?**
- 3. What’s my responsibility to act? What will happen if I don’t act?**
- 4. What are the ethical considerations?**
- 5. Who needs to be involved in making this decision?**
- 6. Am I being true to myself and to our Heart At Work Behaviors? How would my actions appear to customers or the public?**

Answers to these questions can help guide your thought process when faced with tough decisions – but this approach isn’t perfect and neither is this Code. No code can give answers for every situation that may arise. In the end, CVS Health relies on each colleague to use sound judgment to make the right decision and, when necessary, the tough choice. It is important to read this Code and understand the roles and responsibilities of a CVS Health colleague.

## Scope

This Code applies to everyone in the Company, including the Board of Directors and all colleagues, when doing work for CVS Health. The same high ethical standards apply to all, regardless of job or level in the organization. The Code also applies to independent physician-owned entities (and their providers) with which CVS Health or one of its subsidiaries has management services or similar arrangements. In certain circumstances, this Code also applies to other contractors and temporary colleagues. It is the responsibility of every colleague to be familiar with all policies and procedures relevant to their job functions.

## Compliance with the law and the highest ethical standards

CVS Health is committed to upholding the highest ethical standards and complying with applicable laws and regulations, federal and state health care program requirements, this Code and our Company policies or requirements.

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This Code is intended to help resolve ethics and compliance issues by providing the information, tools and resources necessary to make good decisions.

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## Getting more information

Policies and procedures provide more information about many of the topics in this Code. Guidance can be found on the Company’s intranet sites.

## Waivers

In the unlikely event a waiver of, or amendment to, the Code seems to be necessary, contact Chief Compliance Officer David Falkowski via phone at [401-770-7486](tel:401-770-7486).

## Seeking guidance and reporting issues

When you are looking for guidance, the first step is to consult your supervisor. When consulting with your supervisor does not seem reasonable, consider approaching another manager, your department head or anyone else in your management chain. Please see the Resources section later in this Code for additional resources for seeking guidance and reporting issues, including the Ethics Line and Colleague Relations. You may use one of these resources if it seems more appropriate to the situation. It also may be helpful to consult applicable policies, procedures and the Code.

You have an obligation to report certain events that could impact CVS Health®. For instance, you have an affirmative obligation to call the Compliance Exception Line at [1-847-559-3099](tel:1-847-559-3099) to report if you have been placed on any state or federal exclusion lists, including the U.S. Department of Health and Human Services Office of Inspector General (OIG) and/or General Services Administration (GSA); if any of your health care professional licenses have received disciplinary action; if any of your employment-related professional licenses have expired, or been revoked and/or sanctioned; or if you have been convicted of a criminal offense other than a minor traffic violation. For purposes of this reporting obligation, a “conviction” includes:

- A finding of guilt against you;
- A court’s acceptance of a plea of guilty or *nolo contendere* (no contest) from you;
- Your entrance into a pretrial agreement to avoid conviction; or
- Your entrance into a First Offender, deferred adjudication, pardon program or other arrangement or program where a judgment of conviction has been withheld.

However, the term “conviction” does not include:

- Arrests or charges that did not result in conviction;
- Convictions that have been judicially dismissed, expunged, erased or sealed; or
- Convictions that state law does not permit an employer to consider.

Please note that any convictions involving controlled substances, convictions involving Medicare, Medicaid or any state or federally funded program, and convictions that could result in exclusion from participation in any state or federal health care program must always be reported.



Employee relations questions?  
Contact **Colleague Relations** by calling [1-888-694-7287](tel:1-888-694-7287) or email [ColleagueRelations@CVSHealth.com](mailto:ColleagueRelations@CVSHealth.com)

You may call the  
**CVS Health Ethics Line**  
anonymously and toll-free at  
[1-877-CVS-2040](tel:1-877-CVS-2040) ([1-877-287-2040](tel:1-877-287-2040))\*;  
TTY: [711](tel:711)  
[CVSHealth.com/EthicsLine](https://www.CVSHealth.com/EthicsLine)

\*Outside of the U.S., dial the AT&T Direct access code for the country from which you are calling, followed by [877-287-2040](tel:877-287-2040). AT&T Direct access codes can be found on the AT&T Support page [Dialing with AT&T USADirect](#) or by contacting your local operator.

## Non-retaliation

CVS Health prohibits retaliating against anyone for raising, in good faith, a legal, ethical or safety concern or cooperating with an investigation. Retaliation can also be against the law, leading to potential civil liability and criminal penalties. No one may seek revenge against, or try to “get even” with, any colleague who makes a good faith report, regardless of who is implicated. Retaliation is taken very seriously by the Company, and if it occurs it will result in discipline up to, and including, termination of employment.



# Earning the trust of our customers



## Commitment to quality and safety

Safety is at the heart of every decision we make and the care we deliver at CVS Health®. Our culture of safety helps protect our patients, customers and colleagues and guides our ongoing journey to strive for zero harm in health care.

CVS Health prioritizes clinical quality, integrity, safety and trust across its retail footprint, health services offerings, health plans, pharmacy benefits and other services. Safety is not just a protocol — it is part of the foundation for everything we do, including every interaction, decision and moment of care we deliver.

CVS Health sources products from suppliers that meet our high standards for safety and quality, and who comply with the principles set forth in our CVS Health Supplier Ethical Standards. We have a quality assurance program that ensures that all CVS Health store brand products are safe and efficacious, as well as comply with regulatory requirements and internal policies. This program includes the routine testing of store brand products to confirm their integrity, as well as the auditing of our suppliers. We have systems in place to receive, react, and respond to customer feedback regarding our products, and to ensure that recalls are addressed immediately.

## Professional practices

Our pharmacy and other health care services are delivered by trained professionals, including pharmacists, pharmacy technicians, nurses, nurse practitioners, physician assistants and physicians, who are required to maintain applicable licensure or certification requirements for the services they provide. All colleagues receive training to perform their roles in accordance with CVS Health policies and applicable laws and regulations. Additionally, the Company always maintains federal and state licenses as required by its business activities.

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Always keep in mind that when documenting the professional services you provide, all entries must be accurate and truthful.

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You must:

- Provide professional services only if you have the required license, certification or registration.
- Keep required, professional credentials up to date if you perform duties that require credentialing.
- Immediately notify the Compliance Exception Line and your supervisor if your employment-related license is expired, revoked, sanctioned, or a state or federal regulatory agency has taken any action that may negatively impact your license or ability to perform your job duties.
- Notify the Compliance Exception Line or the Ethics Line immediately if you have been convicted of a crime, with the exceptions as noted on [page 6](#).

## Privacy and security of personal information

CVS Health businesses collect and maintain personal information of those we serve. This information is often protected under federal and state privacy and security laws and includes “Personally Identifiable Information” (PII) and “Protected Health Information” (PHI). These laws require PII and PHI be protected and handled in a confidential manner. International privacy laws may also apply to certain information.

PII is information that can identify a person, either by itself or when combined with other information.

PHI is personally identifiable information we receive in connection with our provision of health care, health plan or pharmacy benefit services and can be used to identify a person. PHI relates to an individual’s health care or status, including payment for that care, but also includes information like the person’s telephone number if we receive it when providing health care services or benefits.



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## Always remember to use and disclose the minimum necessary amount of personal information.

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Those we serve, including colleagues, count on us to protect their personal information. In addition, carefully protecting PII, PHI and the confidentiality of those we serve is a condition of employment with CVS Health®. You should only use and disclose the minimum necessary amount of personal information.

- Minimum necessary use means that we:
  - Remove all personal identifiers when sharing information whenever possible;
  - Share PII and PHI with the minimum number of people; and
  - View only the minimum amount of information.
- Never view patient, plan member or colleague personal information out of curiosity.
- Appropriately dispose of unneeded copies of documents containing PII or PHI.
- Keep documents with confidential information secure and out of sight. Never leave PII or PHI active on computers, tablets, sitting at a printer, in fax machines or other generally accessible areas.
- Ensure PII and PHI transmitted outside of the Company is sent securely.

The privacy and personal information of those we serve is central to what we do at CVS Health. Violating these or other privacy requirements may result in disciplinary action up to and including termination, even for a first offense. Violations may also result in civil and/or criminal penalties.



### Compromised PII or PHI

If you believe or suspect a use or disclosure of PII or PHI was not permitted, report it to the Privacy Office, even if the disclosure was unintentional or a mistake. Make your report without delay.

Privacy Office (Legal Department)  
[PrivacyOffice@CVSHealth.com](mailto:PrivacyOffice@CVSHealth.com)



### Question

If I have questions about PII/PHI that may have been sent to the wrong person, where can I go for guidance?

### Answer

Report any concern about an improper disclosure of PII/PHI to the Privacy Office:  
[PrivacyOffice@CVSHealth.com](mailto:PrivacyOffice@CVSHealth.com)

# Acting with integrity



## Financial integrity

The Sarbanes-Oxley Act of 2002 (SOX) requires certain Company leaders to certify to the truth and accuracy of Company financial statements. SOX also mandates that we maintain appropriate financial controls, report significant fraud and keep detailed and accurate records of all of our business operations. We will maintain books, records and accounts that accurately reflect the business transactions and assets of CVS Health®. If you have a role in public financial communications, make sure disclosures are full, fair, accurate, timely and understandable.

## Confidential and proprietary information

Confidential and proprietary information such as trade secrets (which may include certain Company policies and/or procedures), technological advances, customer lists, knowledge of acquisitions or divestitures and financial data are some of the Company's most valuable business assets. This includes information that might be of use to competitors or harmful to the Company or those we serve if disclosed to others. To determine whether or not information is proprietary, consider whether information that is handled or shared on the job might give our competitors an unfair advantage if disclosed to them.

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**Remember, use confidential and proprietary information only for job-related purposes, and never for personal gain or to the detriment of CVS Health.**

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You must:

- Share confidential and proprietary information with colleagues only on a "need-to-know" basis, and not disclose it to persons outside the Company, including business associates or those we serve, except under the terms of a confidentiality agreement approved by the Legal Department.
- Return all confidential and proprietary information in your possession upon leaving CVS Health.
- Not use or share proprietary and confidential business information of a former employer if you worked for a competitor before joining CVS Health.
- Ensure you are in compliance with our Distribution of CVS Health Policies and Procedures to PBM Clients and Other Third Parties policy (available on the Company's intranet sites), if you are asked to produce a CVS Health policy or procedure.
- Use confidential and proprietary information only for job-related purposes, and never for personal gain or to the detriment of CVS Health.

## Responsible use of technology

CVS Health is committed to appropriate use of technology in our business operations. We have taken important steps to ensure that we create and deploy technologies, including Artificial Intelligence (AI), in a way that is consistent, compliant, safe and responsible. As AI technologies become increasingly important to how we work, and in particular Generative AI (Gen AI), it is critical that our colleagues follow the policies and procedures which require the responsible use and pre-approval of AI/Gen AI technology prior to deployment.

## Conflicts of interest

A "conflict of interest" may arise when personal interests or activities appear to improperly influence our ability to act in the best interests of the Company. Situations involving a conflict of interest may not always be obvious or easy to resolve.

**Some circumstances that may present an actual or potential conflict of interest include, but are not limited to:**

- Outside employment;
- Participation in outside organizations including board positions;
- You, or a close relative or domestic partner residing within the same household, having a financial interest in a CVS Health competitor, vendor or customer;
- Use of Company assets for certain purposes;
- Employment of relatives; and
- Intimate or romantic workplace relationships.



For further details as to what may qualify as a potential conflict of interest, please consult the CVS Health® Conflicts of Interest policy. If any transaction or relationship could lead to a conflict of interest for a corporate officer or a member of the Board of Directors, disclose it to the Chief Compliance Officer, who will notify the Board of Directors. Conflicts of interest involving the Chief Compliance Officer also must be disclosed to the Board of Directors. Additionally, certain colleagues may also be required to sign an annual Conflicts of Interest Certification as outlined in the CVS Health Conflicts of Interest policy available on the Company's intranet sites.

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**Don't engage in prohibited outside employment activity as defined in the Conflicts of Interest policy (DOC-046854).**

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## **Conflicts of interest disclosure**

Colleagues must make prompt and full disclosure of any situation that may involve an actual or potential conflict of interest. Colleagues should contact the CVS Health Conflict of Interest Line at [1-847-559-4100](tel:1-847-559-4100) or [COI@CVSHealth.com](mailto:COI@CVSHealth.com) to make such disclosures, or to report any questions, problems or issues regarding conflicts of interest.

## **Producer disclosure to customers**

Working with brokers or other producers could create real or apparent conflicts of interest. Customers should understand our financial arrangements with producers and colleagues must follow our rules for disclosing relationships with producers. Refer to the Compliance or Legal Department if you have questions.

## **Asset protection**

The Company's physical assets include items such as inventory, office and store equipment, vehicles, supplies, reports and records, telephones, computers, laptops, tablets and any other tangible property that CVS Health owns, rents or leases. Assets may also be non-physical, for example, the Company name, logo, trade secrets, strategies and customer information. Protecting CVS Health assets against loss, theft or other misuse is the responsibility of every colleague because it directly impacts our profitability and our reputation.

When circumstances warrant, CVS Health reserves the right to require any colleague, while on duty or on CVS Health property, to submit to a non-invasive inspection of their person, vehicle, uniform, locker, package, handbag, briefcase or personal property. CVS Health also reserves the right to monitor communication tools, including the content and usage of email and voicemail, and any such communications which are the sole property of CVS Health including any and all communications regarding CVS Health business on colleagues' personal devices. CVS Health reserves the right to temporarily take possession of any personal device(s) used to communicate CVS Health business to image relevant communications.

You should:

- Only use the CVS Health name for authorized Company business and never in connection with personal activities;
- Use computer information, including email, primarily for business purposes because it is the property of the Company and not of the colleague; and
- Not share user credentials (e.g., ID in combination with a password or a password only) with anyone for any purpose, including but not limited to gaining access to any system.





## Insider trading laws

It is generally against federal law to trade stocks or other securities of a public company if we have material non-public information about that company. Information is considered material if it would likely affect the stock price or an investor's decision to buy, hold or sell the stock. Nor may we "tip" or pass information on to others to trade, if the "tip" is based on information that is not available to the public. We will always review and abide by the stock trading policy prior to making any trade of CVS Health stock, including stock option exercises and purchases or sales of CVS Health stock.

Please note that either positive or negative information may be material. If you have any concerns as to whether information you possess may be considered material non-public information, you should contact our General Counsel or Corporate Secretary.

### **Information that may be regarded as material may include, but is not limited to:**

- Unannounced projections of future earnings or losses;
- Significant pending or proposed mergers, acquisitions or financing transactions;
- Major changes in senior management;
- Anticipated financial information that departs from what the market would expect; or
- Confidential and proprietary information about our business partners.

Although the CVS Health® stock trading policy applies to all directors, officers and colleagues of CVS Health and its subsidiaries and affiliates, additional restrictions regarding Company stock trading apply to: (1) members of the Board of Directors and executive officers of CVS Health, as well as designated officers and colleagues of the Company or its principal operating subsidiaries who are regularly in possession of material non-public information; (2) designated officers and colleagues of the Company or its principal operating subsidiaries who may frequently possess material non-public information most often due to their knowledge of the Company's financial reporting process; and (3) other colleagues possessing material non-public information that are designated by the Company due to their role in projects that are material to the Company. These individuals are considered Key Persons. Key Persons may only trade CVS Health stock during a permitted trading window and must clear any trade with the Office of the Corporate Secretary or General Counsel before the transaction occurs. These restrictions are more fully explained in the Company Policy on Securities Trades.

## Disclosure of non-public material information

Colleagues and members of the Board of Directors are not permitted to make any disclosure of material, non-public information about the Company to any person or entity outside the Company unless the disclosure complies with the CVS Health Regulation FD Disclosure Policy, which is posted on the Company's intranet sites. If a colleague or member of the Board of Directors of CVS Health believes that a disclosure of material non-public information about the Company has occurred, they must immediately notify the General Counsel.

## Requests for information from the investment community

Colleagues and members of the Board of Directors are not permitted to speak with members of the investment community, including "brokers" or any persons attempting to arrange consultations, regarding any information about the Company unless it has been explicitly authorized in advance by our Investor Relations Department. This prohibition includes the sharing of information about any issues relating to our Company, including our policies, procedures, operations, customer service or client service issues or positions/opinions on any issues concerning our business.



## Charitable contributions

The CVS Health Corporate Social Responsibility & Philanthropy team oversees an active charitable giving program. All charitable giving is coordinated through this team to ensure giving is consistent with all applicable laws, rules, and regulations. The program focuses on bringing our heart to every moment of your health™ by supporting ways to improve health and health care nationwide. CVS Health supports programs that improve access to health care services, provide chronic disease management and promote smoking cessation and prevention. Information about charitable giving can be found in the CVS Health Policy on Charitable and Non-Charitable Donations and Sponsorships, available on the Company's intranet sites.

For more information, please refer to the Environmental, Social and Governance (ESG) [annual report](#) at [CVSHealth.com](#).

## Records retention and management

CVS Health works to ensure we handle and maintain all Company records in accordance with our Corporate Records Management and any applicable laws, regulations and contract requirements, and provides colleagues, contingent workers and suppliers with direction and support in properly managing our records throughout their life cycle. Records used by professionals, such as pharmacists and nurses, must follow all regulatory and accreditation standards and requirements. We never destroy records subject to audit, pending investigation or pending litigation until the audit, investigation or litigation is completed, even if they have reached the end of the required retention period. We must always manage records according to our Corporate Records Management Program.

# Respecting colleagues





## Diversity, equity, inclusion and belonging

Our workforce is our greatest strength. We come from different places and cultures and have a variety of experiences, skills and talents. At CVS Health®, we embrace these differences to work as a team treating each other with integrity and respect. We believe fostering inclusion across the full spectrum of diversity of all of our colleagues promotes belonging and leads us to superior business results.

## Non-discrimination, harassment, retaliation

CVS Health is committed to maintaining a workplace environment free from discrimination, harassment and retaliation. Our continued success depends on the full participation of all our colleagues — regardless of race (including physical characteristics that are historically associated with race, such as natural hair, hair texture, hair type and protective hairstyles), ethnicity, ancestry, color, religion, creed, sex/gender (including pregnancy, childbirth, breastfeeding or pregnancy related conditions), national origin, sexual orientation, gender identity or expression, physical or mental disability, reproductive health decision-making, medical condition, age, veteran status, military status, marital status, height, weight, genetic information, citizenship or immigration status, unemployment status, political affiliation, legally protected medical leaves (requested or approved) or on any other basis or characteristic protected by applicable federal, state or local law. We recruit, hire, train, develop and promote the best people available, based solely upon job-related qualifications. Additionally, CVS Health

is committed to complying with the Americans with Disabilities Act by prohibiting discrimination against applicants and colleagues with disabilities and by making reasonable accommodations that allow disabled individuals to perform the essential functions of their jobs and enjoy equal access to the benefits and privileges of employment with our Company. Colleagues may refer to the Equal Employment Opportunity (EEO), Non-discrimination, Affirmative Action Policy and Pay Transparency Policy found on the Company's intranet sites.

In addition, CVS Health strictly prohibits and will not tolerate sexual harassment or any other harassment based on any other characteristic protected by applicable federal, state or local law. All colleagues, but particularly leaders, have a responsibility for keeping the work environment free of unlawful harassment. Colleagues are strongly encouraged and leaders are required to immediately report incidents of harassment of which they become aware. CVS Health also strictly prohibits and will not tolerate retaliation against a colleague who in good faith has complained about discrimination or harassment in violation of this policy or who has participated in good faith in an investigation of a prohibited discrimination, harassment or sexual harassment complaint. Colleagues should promptly notify Colleague Relations by calling 1-888-694-7287 or by calling the CVS Health Ethics Line at 1-877-287-2040; TTY: 711 at any time to report any incidents of prohibited discrimination, harassment or retaliation. Colleagues may refer to CVS Health's policies entitled: Equal Employment Opportunity (EEO), Non-discrimination, Affirmative Action Policy and Pay Transparency Policy and Policy Against Discrimination, Harassment and Retaliation found on the Company's intranet sites.

## Examples of harassment

- Inappropriate physical contact.
- Unwelcome sexual advances, requests for sexual favors, suggestive comments, inappropriate physical contact and any other unwelcome verbal or physical conduct of a sexual nature.
- Displaying derogatory, vulgar, suggestive or obscene pictures, cartoons, calendars, posters or drawings.
- Comments, jokes, insults, slurs, offensive language and other unwelcome actions that are offensive or stereotypical based upon age, religion, gender, gender identity or expression, race, color, sexual orientation, national origin, disability, military or veteran status and any other protected category or personal characteristic.
- Threats or acts of violence and intimidation. Threats, stalking, even suggestions of violence in the workplace, are all considered inappropriate behavior.
- Retaliation for reporting or threatening to report acts of misconduct or for reporting work-related injuries or illnesses.



## Workplace violence prevention

CVS Health® does not tolerate acts or threats of workplace violence committed by or against colleagues, contractors, visitors, patients, customers or vendors. If an instance of workplace violence or a threat poses imminent danger call 911. You can also report other instances to Corporate Security at [800-682-3213](tel:800-682-3213), the Safety Hotline by calling [888-464-2960](tel:888-464-2960), your manager/supervisor, or the Ethics Line at [1-877-287-2040](tel:1-877-287-2040); TTY: [711](tel:711).

## Health and safety

We all have a right to work in a safe and healthy environment. Unsafe practices can lead to serious consequences, such as personal injury, injury to colleagues and the Company or other serious outcomes. We are committed to the well-being and safety of ourselves, our colleagues and anyone doing business with us.

You must:

- Always follow facility safety rules, regulations, procedures and warnings, particularly those that cover dangerous equipment and materials.
- Safely handle and dispose of medications or other substances that may be toxic.
- If you ever witness or suffer an accident, or see unsafe conditions, report the situation immediately. You have the right to report any work-related injury or illness to the Company without any retaliatory action for doing so. You can report work-related injuries or illnesses by calling [1-888-694-7287](tel:1-888-694-7287).



## Labor practices

CVS Health is committed to compliance with all applicable laws and regulations, including those concerning payment for all hours worked, human rights and working conditions. CVS Health complies with all such federal, state and local laws and regulations, including not doing business with a vendor or business partner that illegally or improperly employs underage workers. The Company also prohibits the use of any forced or compulsory labor. All colleagues, including the Board of Directors, as well as business partners, vendors and partners across our supply chain are responsible for upholding the Company's commitment to human rights across our business operations.

See [Human Rights Policy](#).

## Colleague privacy

At CVS Health, our work sometimes requires access to colleague health care and other sensitive information. We must protect the confidentiality of this information and provide the same level of protection we provide for similar information of the people we serve. That means you should never access, share or disclose any confidential or sensitive information about another CVS Health colleague, unless you are required to do so to fulfill your job responsibilities. Nothing in this section prohibits colleagues from discussing terms and conditions of employment, including salary, benefits information, performance reviews and corrective or disciplinary actions, unless the colleague ascertains the information by accessing CVS Health data systems in the course of performing their job duties and/or responsibilities.

### What kind of colleague information is considered confidential or sensitive?

- Health, salary and benefits information;
- Performance reviews and corrective or disciplinary actions; and
- Any other personally identifiable information that is not available to the public.

Remember, just because you have access to a data system that contains confidential information does not mean you are authorized to access or view such information unless you are required to do so by your job responsibilities.



## Drugs and alcohol

We are committed to providing an alcohol-free and drug-free work environment. The unauthorized use, possession, sale, exchange or purchase of drugs or illegal substances on Company premises, or at any time when representing the Company, is strictly prohibited. Likewise, the unauthorized use, possession, sale or exchange of alcohol on Company premises or at any time when representing the Company is strictly prohibited, except when associated with an approved business meal or legitimate business event. Prescription drugs ordered by a physician, which do not interfere with job performance, are permitted. We should never come to work under the influence of alcohol, drugs (including lawfully prescribed drugs) or any other substance that could impair our ability to perform our job or jeopardize the safety of others.

## Gambling

Consistent with our commitment to complying with all federal and state laws, CVS Health® strictly prohibits illegal gambling, raffles or other games of chance by colleagues using Company resources or in Company facilities. This includes sports betting pools, brackets and all other forms of gambling with a pay in and pay out of money or other benefit or item of value.

# Interacting with others





## Interactions with others

CVS Health® is committed to the highest ethical standards and to following all laws and regulations in everything we do, including our business interactions.

When dealing with vendors, clients, customers, payors, brokers, patients, physicians, public officials and other external parties, our interactions should be professional exchanges that communicate business needs or service offerings and corresponding products.

Giving and receiving any gifts, meals, entertainment or other things of value is a customary way to strengthen business relationships and is generally an accepted practice at CVS Health. That said, specific rules apply depending on whether you are giving or receiving the courtesy. For interactions with public officials, see the CVS Health Integrity Policy for Conduct with Public Officials (Lobbying, Gifts and Business Transactions).

## Accepting gifts, meals, entertainment or other things of value

Keep these general rules in mind when **accepting** meals, gifts or entertainment:

- You and the person or entity providing the meal, gift or entertainment must attend the event together.
- The value of the event must be modest by local standards.
- The venue has to be conducive to business discussions and the event must include or be contiguous to legitimate business discussions.
- You may only accept gifts of nominal value such as branded mugs, hats or other similar items.

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Remember, a colleague must not accept any gift that is more than nominal in value, including tickets to an event that the supplier or prospective supplier does not plan to attend.

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When accepting meals, gifts or entertainment you may not:

- Accept travel, lodging, seminar or event fees in connection with an otherwise permitted business event.
- Accept any expense for your spouse or other guest.
- Accept large-scale meals or entertainment events where a disproportionate number of CVS Health colleagues attend compared to the number of people from the entity hosting the event (e.g., departmental dinners or similar events).
- Accept gift cards, cash or cash equivalents.

We recognize patients and customers will sometimes offer gifts of appreciation for good service. Colleagues and contractors may accept occasional, unsolicited gifts of appreciation of nominal value from patients or customers; but remember, accepting gift cards, cash or cash equivalents is never allowed.

If you have questions about accepting any gift, meal, entertainment or other thing of value, contact the Compliance Department at [Compliance.Questions@CVSHealth.com](mailto:Compliance.Questions@CVSHealth.com).

The CVS Health Gifts, Meals, Entertainment or Other Things of Value Policy has details about reporting requirements, guidance for supervisors on what to approve and other important information. To avoid putting yourself in the position of having accepted any improper gift, meal, entertainment or other thing of value, ensure that you understand the policy before you accept it.



## Providing gifts, meals, entertainment or other things of value

If you are providing any gift, meal, entertainment or other thing of value, special rules may apply. This is because gifts, meals, entertainment or other things of value offered to external parties can create enormous risk for the Company and courtesies offered to these people are carefully controlled. It's a good idea (sometimes required) to ask your supervisor's permission before you provide any gift, meal, entertainment or other thing of value to an external party.

When providing meals, gifts or entertainment, you must:

- Keep meals and entertainment modest as judged by local standards.
- Attend with the person you are providing the courtesy to.
- Ensure the venue is conducive to business discussions and the event includes or is contiguous to legitimate business discussions.
- Limit gifts to items of nominal value.

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**Note:** Always exercise good judgment when engaging in entertainment that is part of your work responsibilities.

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There are additional requirements if you are providing meals to a physician. In these situations the meal must:

- Be approved in advance and in writing by your supervisor.
- Be part of an informational or educational presentation.
- Not include or be part of an entertainment or recreational event.
- Occur in an office or hospital setting unless it is impractical to do so.

Remember, it is never permissible to give gift cards, cash or cash equivalents. If you have a store customer or pharmacy patient who is dissatisfied with the level of service provided, review the Pharmacy Refunds/ Customer Dissatisfaction Payments policy for guidance on handling these situations.

If you have any questions, review the CVS Health Gifts, Meals, Entertainment or Other Things of Value Policy or ask your manager.

You are responsible for understanding the policies and following the rules. If you accept or provide any gift, meal, entertainment or other thing of value that is later found to be improper, you will be held accountable for your decision. However, you can easily avoid this mistake by reviewing the policy and asking your supervisor for guidance. If you are a supervisor and you're unsure if any gift, meal, entertainment or other thing of value should be approved, ask the Compliance Department at [Compliance.Questions@CVSHealth.com](mailto:Compliance.Questions@CVSHealth.com) for help.

## Gifts and entertainment policy Q&A

### Question

A potential vendor of CVS Health® has invited me to dinner to discuss a potential business arrangement. The expected cost of my dinner is under \$50.00. Do I need to obtain approval from my manager and record the dinner on the Vendor Entertainment Form?

### Answer

No, you do not need approval for the dinner, as long as the dinner is conducive to business discussions. The dinner does not need to be recorded on the Vendor Entertainment Form as it is unlikely to exceed \$50.00.

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I am a MinuteClinic® provider and my patient would like to give me an iPad as a thank you gift. May I accept it?

No, you may not accept the gift. You may only accept nominal value gifts such as baked goods as a thank-you from a patient.

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I am a CVS Health colleague and would like to give a Visa gift card to a client for their wedding. Is this permitted?

No, you may not provide gift cards, cash or cash equivalents as a gift to the client.



## Antitrust laws

Antitrust laws are designed to protect competition by prohibiting monopolization, price fixing, predatory pricing and other practices that unreasonably restrain trade. We never discuss pricing, suppliers or territories with competitors, nor make agreements with them on these or other competitive issues. Under certain circumstances, even informal discussions with competitors regarding business plans, marketing, pricing, cost or other similar matters may be illegal.

We gain information about competitors only in legal and ethical ways. Just as we expect competitors to respect our confidential information, we respect theirs. Improperly obtained competitor proprietary information cannot be used to the advantage of CVS Health®. Be careful during any conversations with competitors. Discussions regarding pricing, costs, suppliers or territories may be out of bounds.

## Business firewalls

As a good business practice, CVS Health maintains firewalls between select businesses within the Company to separate and protect certain competitively sensitive information each business possesses. Colleagues may not use competitively sensitive information that is held by the Company to compete unfairly in the marketplace. Competitively sensitive information includes information like contract terms, pricing and other financial arrangements. These firewalls become important in contract negotiations, bid preparation, pricing services, and establishing financial arrangements, in which CVS Health must compete on the same terms as its competitors. Information firewalls exist between CVS Health clients and suppliers who are competitors and the CVS Health business units with which they compete.

## News media

At CVS Health, only the Corporate Communications staff is authorized to speak with the news media on the Company's behalf (e.g., statements to the press, requests for in-store photographs/TV coverage and inquiries from radio, television, newspaper, magazine or trade journal personnel). We never speak with or otherwise have contact with a member of the press on behalf of CVS Health without authorization from the Corporate Communications Department.

## Social media

CVS Health colleagues who choose to make use of social media or otherwise engage in online communications as an identifiable colleague of CVS Health must always comply with the CVS Health Social Media Policy and

Colleague Social Media Guidelines at all times and on all forms of social media, including on personal social media accounts.

Consistent with the Company's approach to interacting with the traditional news media, only designated CVS Health colleagues are authorized to speak on behalf of the Company on social media. Colleagues who choose to speak on their personal social media accounts about the Company in any way must make it clear that they are a CVS Health colleague, but not speaking on behalf of the Company or as an official Company representative.

All CVS® branded social media accounts (using "CVS," "CVS Health" or any CVS Health business unit, department or product name as part of the account name or URL and/or using the CVS Health logo or portion of the logo in any way) must be approved in advance. It is against Company policy for any colleague to create a CVS social media account outside of the outlined protocol in the CVS Health New Social Media Channel Request Policy.

Colleagues must always be respectful when posting on social media. Never post CVS Health confidential information or personal information about our patients, customers or your colleagues online. Never take pictures or post photos of any workspace or store that may contain confidential information. Never take pictures of patients or customers without their consent. Doing so is a violation of this Code, Company policy, and potentially privacy laws, and may result in disciplinary action up to and including termination of employment. Nothing in this section prohibits colleagues from discussing terms and conditions of employment, including salary, benefits information, performance reviews and corrective or disciplinary actions, unless the colleague ascertains the information by accessing CVS Health data systems in the course of performing their job duties and/or responsibilities.

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**Remember, never post CVS Health confidential information or personal information about our patients, customers or your colleagues online.**

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## Environmental protection

CVS Health respects the preservation of natural resources and improvement of the environment. The Company cooperates with government bodies and communities in environmental protection efforts and complies with environmental laws and regulations. The Company ensures all environmentally sensitive and hazardous materials are identified and managed to ensure their safe handling, movement, storage, recycling or reuse and disposal.

# Doing the right thing



## Conduct with public officials

We are committed to dealing with public officials according to the highest ethical standards. Our conduct with public officials, including any political contributions or business transactions, must comply with applicable laws and regulations and Company policy, including disclosure requirements.

CVS Health® policy prohibits giving or offering anything of value, directly or indirectly, to a public official, including any colleague or agent of a government-owned business, in order to influence official action or obtain an improper advantage. “Anything of value” means not only cash, but also gifts, meals, entertainment, political contributions, offers of employment or other benefits.

Contact with public officials on behalf of CVS Health must be done through the Government Affairs Department.

## Corporate political contributions

Only corporate officers are authorized to make contributions on behalf of the Company or the CVS Health PAC to a political candidate, and such contributions must be made consistent with Company policy. “Contributions” means not only funds, but also loans, donations of products or supplies, use of facilities, Company personnel or anything else of value.

All corporate political contributions by the Company require prior written approval, utilizing specific processes and forms, from the General Counsel or their designee or Chief Compliance Officer or their designee.

## Individual political activities

CVS Health encourages colleagues who wish to be politically active on their own time, using their own resources, to support political candidates and causes of their choice; as long as it is clear they are not speaking or acting on the Company’s behalf. Individuals must not use Company time or resources when acting as a volunteer for a political candidate or cause. Colleagues may not solicit subordinate colleagues for political contributions or use vendor, customer or client lists for such solicitations. CVS Health will not reimburse any personal political contributions made by colleagues, consultants or vendors. In addition, certain covered colleagues and covered directors are required to obtain approval before making personal campaign contributions that would be regulated by Pay-to-Play laws. For more information, see the CVS Health policy Political Contribution Restrictions When CVS Health Is a State or Local Government Contractor.

Our colleagues have a Political Action Committee (PAC). The PAC works to support, protect and favorably position the Company in the legislative arena by being active in the political process. The PAC’s objective is to provide financial support to candidates for political office whose positions or beliefs are favorable to CVS Health, or who meet other criteria. Participation in the PAC by eligible colleagues is entirely a personal choice. Pressuring any colleague to contribute is strictly prohibited.

## Fair dealing

Many of our products and services are primarily contractual promises. As we strive to outperform our competition, we will do so honestly, openly, fairly and with integrity. We will deal fairly with our customers, members, providers, clients, suppliers, regulators, shareholders and others around the world with whom we do business.

### Guidelines for fair dealing:

- We refuse to participate in any conduct or sales or other practice that is intended to mislead, manipulate or take unfair advantage of anyone, or misrepresent products, services, contract terms or policies to anyone.
- We refuse to be part of the following or any other practices that may illegally restrain competition:
  - Fixing prices;
  - Allocating or dividing markets or customers;
  - Boycotting or refusing to deal with competitors, customers or suppliers.
- We do not discuss or share sensitive competitive information (for example, relating to pricing) with representatives of other companies or industry and trade associations.
- We do not engage in untruthful or misleading advertising.
- We never break any law or regulation, including unfair trade or insurance practices laws.
- We consult with the Legal Department on any matter relating to actual or potential noncompliance with any law or regulation or any of our contractual commitments.

## Fraud, waste and abuse

CVS Health® participates in a number of federal and state programs with specific fraud, waste, and abuse requirements. There are differences between fraud, waste and abuse. One of the primary differences is intent and knowledge. Fraud requires the person to have an intent to obtain payment and the knowledge that their actions are wrong. Waste and abuse may involve obtaining an improper payment, but does not require the same intent and knowledge.

Fraud, Waste and Abuse are defined as:

### **Criminal Fraud**

Knowingly and willfully executing, or attempting to execute, a scheme or artifice to defraud any health care benefit program; or to obtain, by means of false or fraudulent pretenses, representations or promises, any of the money or property owned by, or under the custody or control of, any health care benefit program. This violates criminal law.

### **Waste**

Overutilization of services or other practices that, directly or indirectly, result in unnecessary costs to a federal or state health care program.

### **Abuse**

Includes actions that may, directly or indirectly, result in unnecessary costs to a federal or state health care program. Abuse involves payment for items or services when there is no legal entitlement to that payment and the provider has not knowingly and/or intentionally misrepresented facts to obtain payment.

CVS Health colleagues should keep in mind that even if intentions are good, choosing not to follow a policy could be interpreted by the government as fraud or payment abuse. CVS Health requires all colleagues to be compliant with fraud, waste and abuse laws. Penalties for failing to comply include, but are not limited to, the following:

- Disciplinary action up to, and including, termination where appropriate;
- Criminal convictions or fines (individually and at the corporate level);
- Civil monetary penalties;
- Loss of licensure/sanctions; and
- Exclusion from participating in federal health care programs.

### **Anti-kickback laws**

We comply with applicable federal and state anti-kickback laws and regulations. These laws prohibit payment or receipt of something of value intended to encourage purchasing, leasing or ordering of an item or service that may be reimbursed under a government health care program, such as Medicare or Medicaid. “Something of value” can take many forms, such as cash payments, entertainment, credits, gifts, free goods or services, the forgiveness of debt or the sale or purchase of items at a price that is not consistent with fair market value. It also may include the routine waiver of co-payments and/or co-insurance.

You should:

- Not routinely waive co-insurance or co-payments; or
- Not compensate physicians to switch a prescription.

Anti-kickback laws are complex. You should consult the Legal Department about whether it is appropriate to provide something of value to those we serve.

### **Government reimbursement and the False Claims Act**

Federal and state false claims acts and similar laws prohibit submitting a false claim or making a false record or statement in order to gain reimbursement from, and/or avoid an obligation to, a government-sponsored program, such as Medicare or Medicaid. We adhere to all applicable laws, regulations and program requirements when billing federal or state health care programs.

Pursuant to the Deficit Reduction Act of 2005, CVS Health must provide its colleagues, and certain contractors and agents, with information regarding the federal and state false claims acts, whistleblower protections and the CVS Health process for detecting and preventing fraud, waste and abuse. As fully discussed in this Code, the Company prohibits retaliation against anyone for raising a legal or ethical concern or cooperating with an investigation.

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**Keep in mind, as fully discussed in this Code, the Company prohibits retaliation against anyone for raising a legal or ethical concern or cooperating with an investigation.**

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## Medicare compliance

CVS Health participates in Medicare programs through various insurance-related products and by providing contracted services offered by other health plans. We are committed to having an effective Medicare Compliance Program based on the Centers for Medicare & Medicaid Services (CMS) guidance and the Federal Sentencing Guidelines.

The Medicare Compliance Program is described in applicable policies and procedures which are available on the Company's intranet sites. We expect you to participate in and support this Program as necessary. This Code is the underlying framework for our Medicare Compliance Program and associated policies and procedures. CVS Health's Medicare products are governed by various regulations, including: Title XVIII of the Social Security Act; Code of Federal Regulations sections 42 CFR 422 and 423; and sub-regulatory guidance released by CMS (for example, HPMS memos). Our Medicare businesses have comprehensive fraud, waste and abuse programs designed to comply with laws and regulations, including compliance operational oversight, risk assessment, data analysis, investigations, training and processes to manage identified issues through corrective actions.

Our Medicare businesses have one or more dedicated Compliance Officers and Compliance and Fraud, Waste and Abuse Committees to monitor and oversee compliance for our Medicare participation. These Compliance Officers and Committees perform subject matter review of areas of potential fraud, waste and abuse, including, but not limited to, current investigations, developing case referrals to CMS, reviewing clinical utilization patterns and addressing issues at the retail pharmacy level or with reviewing for abnormal Part C provider claim submissions. CVS Health® has a Medicare Compliance Plan and associated Medicare policies and procedures.

Additional aspects of the CVS Health Fraud, Waste and Abuse Program are described on the Company's intranet sites.

## Medicaid compliance

CVS Health participates in the Medicaid programs through various state contracts to provide managed care services to Medicaid enrollees. We are committed to having an effective Medicaid Compliance Program based on the Centers for Medicare & Medicaid Services (CMS) guidance and the Federal Sentencing Guidelines.

The Medicaid Compliance Program is described in applicable policies and procedures which are available on the Company's intranet sites. We expect you to participate in and support this Program as necessary. This Code is the underlying framework for our Medicaid Compliance Program and associated policies and procedures. CVS Health's Medicaid managed care programs are governed by various state and federal statutes and regulations, including: Title XIX of the Social Security Act; Code of Federal Regulations sections 42 CFR 438, 440, 447, and 455; state Medicaid program contracts; and sub-regulatory guidance released by CMS and state Medicaid agencies. Our Medicaid health plans have comprehensive fraud, waste and abuse programs designed to comply with laws and regulations, including risk assessment, data analysis, investigations, reporting, training and processes to manage identified issues through corrective actions.

Our Medicaid health plans have one or more dedicated Compliance Officers and a Compliance Committee to monitor and oversee compliance for our Medicaid participation. Designated Medicaid Special Investigation Unit leads perform subject matter review of areas of potential fraud, waste and abuse, including, but not limited to, current investigations, developing case referrals to state Medicaid fraud control units, and reviewing clinical utilization patterns and addressing issues related to abnormal provider claim submissions. CVS Health® Medicaid managed care programs are governed by the CVS Health Medicaid Compliance Plan and associated state specific Medicaid policies and procedures. Additional aspects of the CVS Health Fraud, Waste and Abuse Program are described on the Company's intranet sites.

## Ineligible health care providers

The government has the authority to exclude individuals or entities that have engaged in abuse or fraud from participation in Medicare, Medicaid and other federal and state health care programs. CVS Health will not employ or contract with any person or entity to furnish services or items reimbursable through a federal or state health care program if that person or entity has been excluded from a government-funded program or convicted of offenses that could result in exclusion.



## Bribery and foreign business dealings

CVS Health® demands compliance with U.S. and applicable non-U.S. anti-bribery and anti-corruption laws, including, but not limited to, the U.S. Foreign Corrupt Practices Act and the UK Bribery Act of 2010.

These laws prohibit us from personally, or through CVS Health, authorizing, giving or promising, directly or indirectly, anything of value to U.S. or non-U.S. government officials, employees or agents of government-owned businesses, political candidates or campaigns, or any other individual or entity, in order to obtain or maintain business or receive special treatment for the Company. There is no exception for facilitating payments, which generally are small payments to low-ranking officials to expedite the performance of a routine act to which we are already entitled. It is important to remember that engaging in bribery, or even appearing to engage in such activity, can expose the individuals involved as well as CVS Health to criminal liability.

Any request for authorization or payment that would violate this provision, or any information suggesting this provision has been violated, must be reported immediately to the Chief Compliance Officer, Legal Department or to the Company through the Ethics Line.

Colleagues should be familiar with the CVS Health Global Anti-Corruption Compliance Policy, which is available on the Company's intranet sites. This Policy details specific procedures with respect to conducting business with foreign government officials, keeping accurate records and the penalties for non-compliance.

If you have questions on how these laws and related policy apply, contact the Legal or Compliance Department.

## Supplier engagement and import / export compliance

Our suppliers are an extension of our Company. It is important that we engage suppliers in ways that uphold our commitment to integrity and excellence. As applicable, you must follow the procurement process of CVS Health, so that Strategic Procurement will:

- Contractually obligate suppliers to comply with CVS Health regulatory and client requirements in accordance with Company policy;
- Mitigate risk associated with supplier-provided goods and services;
- Competitively source goods and services in accordance with Company policy;
- Minimize the potential for conflicts of interest.

As you work with suppliers, you must:

- Ensure a Mutual Non-Disclosure Agreement is in place before you engage the vendor. Send the vendor contact information to [CVS\\_MNDA\\_Requests@CVSHealth.com](mailto:CVS_MNDA_Requests@CVSHealth.com) to start the process;
- NOT negotiate directly or sign any contract with suppliers;
- Safeguard CVS Health and client information;
- Honor commitments to safeguard supplier confidential information;
- Promote positive supplier relationships through professional conduct, courtesy and impartiality;
- Report any potential conflicts of interest to Strategic Procurement, your leader and the Compliance Department.

### Question

I am doing business with a supplier outside of the United States where it is customary to give gifts to a business prospect including a government official. If I am not violating local law, may I offer a gift to a local supplier?

### Answer

The U.S. Foreign Corrupt Practices Act extends to activities anywhere in the world. Before giving any gifts to a supplier or other business contact outside the United States, contact the Compliance or Legal Department. Remember, though, with regard to business gifts, the safest course of action is not to give or receive any gifts at all.

As CVS Health® sources and distributes products and services around the world, the Company must comply with all applicable laws and regulations that relate to the import and export of our products and services. These laws and regulations help protect consumers from harmful and counterfeit imports and exports by ensuring the goods are genuine, safe and lawfully sourced. Maintaining import and export compliance requires a proactive, organization-wide commitment that includes each and every one of us. As a CVS Health colleague, you must be familiar with import and export rules and regulations that may apply to your work. These laws are complex, should you have questions, contact the Legal Department or Compliance Department at [Compliance.Questions@CVSHealth.com](mailto:Compliance.Questions@CVSHealth.com).

## Anti-money laundering, anti-terrorism and boycott compliance

Money laundering involves hiding the origin of unlawfully gained money, for example through drug transactions, bribery, terrorism or fraud. CVS Health is committed to complying fully with all anti-money laundering laws and regulations in the U.S. and in other countries where the Company does business. We will conduct business only with reputable customers involved in legitimate business activities and with funds derived from legitimate sources.

If applicable to your business, you should know and follow our guidelines to ensure compliance with:

- Requirements of the U.S. Office of Foreign Asset Control (OFAC), including those related to OFAC country sanctions or doing business with anyone on the Specially Designated Nationals List;
- Applicable requirements of other sanctions regimes, including the European Union (EU) Financial Sanctions Regime, United Nations Common Foreign and Security Policy, Bermuda Monetary Authority, and Financial Transactions and Reports Analysis Centre of Canada (FINTRAC); and
- Laws prohibiting companies from participating in or cooperating with international trade embargoes, boycotts or unrecognized sanctions that have been imposed by other countries.

CVS Health takes reasonable steps and has established policies and procedures to prevent and detect unacceptable and suspicious forms of payment. Alert your supervisor to any payment or other unusual customer transaction that seems inappropriate or suspicious. Contact the Legal or Compliance Department if you have questions on how these laws and guidelines apply.

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**We never break any law or regulation, including unfair trade or insurance practices law.**

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## Government requests and subpoenas

It is our policy to cooperate with reasonable requests for information from government agencies and regulators.

You should:

- Notify the Legal Department before responding to a subpoena, search warrant, request for an interview or other non-routine request for access to information related to Company matters;
- Always cooperate fully and be truthful in any information you provide to the government; and
- Never alter, withhold or destroy records related to an investigation.



# **Holding ourselves accountable**



## Chief Compliance Officer

The Chief Compliance Officer is responsible for oversight and implementation of the CVS Health® Compliance and Integrity Program. The key components of the Program include this Code, policies, training, communications, auditing, monitoring and remediation of wrongdoing. The Chief Compliance Officer provides regular reports to the Audit Committee of the Board of Directors regarding the status of the Program.

## Colleague responsibilities

As a colleague, you have certain responsibilities related to compliance and integrity.

All colleagues must:

- Report if you have been placed on any state or federal exclusion list, including but not limited to, the U.S. Department of Health and Human Services Office of Inspector General (OIG) and/or General Services Administration (GSA) exclusion lists; if any of your health care professional licenses have received disciplinary action; or if any of your employment-related professional licenses have expired, or been revoked and/or sanctioned. Reports must be made to the Compliance Exception Line at [1-847-559-3099](tel:1-847-559-3099), and to your supervisor.
- Immediately report any conviction of a criminal offense other than a minor traffic violation. Please note that any convictions involving controlled substances, convictions involving Medicare, Medicaid or any state or federally funded program, and convictions that could result in exclusion from participating in any state or federal health care program must always be reported. Please refer to “Seeking Guidance and Reporting Issues” for further information on the requirement to report convictions.
- Understand and follow the Code and Company policies and procedures.
- Conduct your work and professional activities ethically and in accordance with all applicable laws, regulations, federal and state health care program requirements, and court orders.
- Speak up and report any business activity that you believe may violate the law or the Code, using the resource that is most comfortable.
- Cooperate with investigations when requested and protect the integrity of the investigation by maintaining its confidentiality upon request by the investigator.
- Use resources to ask a question or get help when something is unclear or doesn’t feel right.
- Use good judgment in cases where there is no clear rule, law or policy.

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**Important: Speak up and report any business activity that you believe may violate the law or the Code, using the resource that is most comfortable.**

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## Leadership responsibilities

While setting the tone at the top, CVS Health leadership must “walk the talk” and demonstrate the Company’s Heart At Work Behaviors™ in all of their dealings on its behalf. CVS Health leaders are responsible for making strategic business decisions that align with our ethical standards and with this Code.

CVS Health leaders, including managers and supervisors, must also be knowledgeable about the content and operation of the Compliance and Integrity Program.

The leadership team plays an important role in building integrity, respect, credibility and long-term sustainability for the Company.

Because leadership sets an example for all colleagues, they must:

- Maintain a positive, ethical work environment;
- Make certain that colleagues understand what is expected of them both professionally and ethically;
- Maintain an open-door policy on a routine basis for colleagues to ask questions and raise concerns;
- Address issues raised by colleagues by listening and taking action, when appropriate;
- Ensure colleagues complete all training in a timely manner;
- Address all reports of misconduct and never ignore misconduct or retaliation;
- Reinforce this Code with colleagues;
- Immediately report any incidents of workplace harassment or retaliation;
- Communicate all policies and procedures;
- Be fair and objective; and
- Be a positive role model.

## Financial leaders

Financial leaders have special responsibilities related to Sarbanes-Oxley requirements. They must establish, maintain and periodically certify the adequacy of internal controls for financial reporting. These leaders are also responsible for reporting material deficiencies or weaknesses in the Company's internal controls.

## Resources

The resources listed in this document should be used when you need some help or want to report an issue. It is the responsibility of each colleague to use these resources for guidance, advice, information and/or reporting and to keep reports and other interaction with the Chief Compliance Officer confidential.

These resources can help you with:

- Ethical matters related to the Code of Conduct;
- Ethical situations not specifically covered in this Code of Conduct;
- Interpretation of Company policies and procedures;
- Internal control and/or accounting issues; and
- Fraud, waste and abuse questions or concerns, including concerns related to our Medicare or Medicaid participation.

### Documents

These are the written resources to guide your decisions:

- Code of Conduct;
- CVS Health® Colleague Handbook; and
- Company policies and procedures, which are available on the Company's intranet sites.

### People

Many people are available in the Company to help you with advice or information and for reporting concerns:

- Chief Compliance Officer: [401-770-7486](tel:401-770-7486)
- Chief Compliance Officer, Medicaid: [989-223-7043](tel:989-223-7043)
- Chief Compliance Officer, Medicare: [480-661-2030](tel:480-661-2030)
- General Counsel: [401-770-5415](tel:401-770-5415)
- Chief Privacy Officer: [PrivacyOffice@CVSHealth.com](mailto:PrivacyOffice@CVSHealth.com)
- Office of Corporate Secretary: [401-770-5177](tel:401-770-5177)
- Your manager or someone else in your management chain

- If you have a concern about financial or accounting practices, internal controls or other financial matters, you may report it directly to the Audit Committee of the Board of Directors. To do so, you should either contact the Ethics Line or forward the concern to:

David Falkowski  
Chief Compliance Officer  
CVS Health  
One CVS Drive  
Woonsocket, RI 02895

### Colleague Relations

Colleague Relations provides objective guidance to both colleagues and leaders to address issues concerning work performance, workplace experience, or interaction among colleagues. Colleague Relations promotes a positive workplace culture and works with the appropriate stakeholders to ensure CVS Health policies are applied fairly and that the working environment is reflective of our company values.

### Ethics Line

The Ethics Line is a phone and web resource established to help us do the right thing. The Company urges you to use this resource whenever you have a question or concern that cannot be readily addressed within your work group or through your supervisor.

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You may also call the CVS Health Ethics Line any time toll free at **1-877-CVS-2040 (1-877-287-2040)\***; TTY: **711** or submit a question or concern via web at **[CVSHealth.com/EthicsLine](https://CVSHealth.com/EthicsLine)**

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\*Outside of the U.S., dial the AT&T Direct access code for the country from which you are calling, followed by **877-287-2040**. AT&T Direct access codes can be found on the AT&T Support page **Dialing with AT&T USADirect** or by contacting your local operator.



The Ethics Line is available 24 hours per day, 7 days per week, 365 days per year. When you contact the Ethics Line, you will be treated with dignity and respect. You do not have to identify yourself. Caller ID is not used and an independent third party handles all calls placed to the Ethics Line.

The Company is fully committed to its non-retaliation policy, meaning that it prohibits retaliation against anyone for raising a legal or ethical concern in good faith or for cooperating with an investigation.

If you call the Ethics Line or submit a concern via the web form, you will be given a unique identification number and asked to set a password so that you can later check the status of your report. The Company is committed to listening to all reports and investigating all good faith reports of wrongdoing. In the event you identify yourself, but do not want your name revealed further, CVS Health® will protect your identity to the extent reasonably possible. As an alternative to calling, you may contact the Ethics Line confidentially in other ways:

- Use the web form found at:  
[CVSHealth.com/EthicsLine](https://CVSHealth.com/EthicsLine)
- Email address:  
[Ethics.BusinessConduct@CVSHealth.com](mailto:Ethics.BusinessConduct@CVSHealth.com)

For further details and more specific direction, consult the Company's intranet sites and the CVS Health Ethics Line policy.

#### **Privacy & Information Security Incidents**

If you believe or know that any sort of improper or unauthorized access, use or disclosure of any personal information including Personally Identifiable Information (PII), Protected Health Information (PHI), or other information about an individual, you may contact a Privacy Advisor/Investigator or please submit through the Ethics Line.

Privacy Office (Legal Department)  
[PrivacyOffice@CVSHealth.com](mailto:PrivacyOffice@CVSHealth.com)

## **Investigations**

The Company investigates all good faith reports of wrongdoing. If you are asked to participate in an internal investigation of misconduct or unethical behavior, you are required to cooperate.

To adequately review an allegation, investigations can sometimes be lengthy. Be patient if you do not get an immediate response from the Compliance and Integrity Group.



#### **Colleague Relations**

1-888-694-7287

[ColleagueRelations@CVSHealth.com](mailto:ColleagueRelations@CVSHealth.com)

[Colleague Relations Inquiry Form](#)

#### **Ethics Line**

1-877-CVS-2040 (1-877-287-2040)\*;  
TTY: 711

[CVSHealth.com/EthicsLine](https://CVSHealth.com/EthicsLine)

#### **Information Governance & Privacy Operations**

1-866-443-0933

#### **General Security**

[SecurityDesk1@CVS.com](mailto:SecurityDesk1@CVS.com)

\*Outside of the U.S., dial the AT&T Direct access code for the country from which you are calling, followed by 877-287-2040. AT&T Direct access codes can be found on the AT&T Support page [Dialing with AT&T USADirect](#) or by contacting your local operator.

## Consequences of wrongdoing

On and off the job, CVS Health® expects all colleagues to comply with the law and treat other people with respect, honesty and courtesy. Disruptive, unproductive, immoral, unethical or illegal actions are NOT acceptable at CVS Health. A failure by any colleague to comply with laws or regulations governing CVS Health business, this Code or any other CVS Health policy or requirement, may subject CVS Health and the colleague(s) involved to civil and criminal penalties or prosecution. Non-compliance includes failure to properly supervise subordinates to prevent and detect misconduct. It also includes knowing about violations, but failing to report them.

CVS Health sanctions colleagues at all levels of the organization for participating in, encouraging, directing, facilitating or permitting non-compliant activities. The Company is committed to consistently undertaking appropriate disciplinary action to address non-compliance and deter future violations and, to that end, compliance-related disciplinary actions are fairly and firmly enforced. Disciplinary action may be in any form, up to and including termination of employment and, if warranted, legal proceedings.

The following are examples of some, but not all, forms of rule violations or misconduct that may result in discipline up to and including termination of employment:

- Theft or inappropriate removal or possession of Company property;
- Falsification of timekeeping records or other Company records;
- Possession or working under the influence of alcohol or illegal or non-prescribed drugs;
- Insubordination;

- Engaging in or threatening violence against colleagues, customers, vendors or others a colleague may interact with on behalf of the Company;
- Conduct that violates the Equal Employment Opportunity (EEO), Non-discrimination, Affirmative Action Policy and Pay Transparency Policy or the Policy Against Discrimination, Harassment and Retaliation.
- Excessive absenteeism or tardiness;
- Unauthorized use of telephones, Company communication services and equipment or other Company-owned equipment;
- Negligent or improper conduct leading to damage of property, harm to others or safety hazards;
- Possession of dangerous or unauthorized materials such as explosives, firearms or weapons in the workplace;
- Failing to comply with the rules and limitations regarding gifts and solicitation from those with whom CVS Health does business as described in the Company's policies and this Code (See the CVS Health Gifts, Meals, Entertainment or Other Things of Value Policy);
- Unauthorized use or disclosure of confidential and proprietary Company information, confidential customer information or patient information; and
- Violation of Compliance policies or procedures resulting in non-compliant behavior.

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**Don't forget, on and off the job, CVS Health expects all colleagues to comply with the law and treat other people with respect, honesty and courtesy.**

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Adherence to this Code of Conduct is a condition of employment or continued employment with CVS Health. Code of Conduct certification is a part of this requirement and failure to do so within the required time could result in termination of employment.

Nothing in this Code of Conduct constitutes a contract of employment with any individual. Additionally, nothing in this document changes the at-will nature of your employment at CVS Health, its affiliates or subsidiaries, where applicable.

Revision Date: November 2024

